

# Citrix Receiver for HTML5 2.4

May 19, 2017

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# About Citrix Receiver for HTML5 2.4

May 19, 2017

Citrix Receiver for HTML5 is hosted on StoreFront servers and enables users to access virtual desktops and hosted applications from a web browser. Resources delivered by XenDesktop and XenApp are aggregated in a StoreFront store and made available through a Citrix Receiver for Web site. With Citrix Receiver for HTML5 enabled on the site, users can access desktops and applications within their web browsers without needing to install Citrix Receiver locally on their devices.

When used in conjunction with the centralized customization and branding capabilities of the StoreFront 3.0 (and later), users of this Citrix Receiver for HTML5 release will receive a centrally managed app and desktop selection experience from StoreFront. This is the same consistent user experience that can be received by the Windows and Mac desktop Citrix Receivers and Chrome web Citrix Receiver when associated with the StoreFront.

## What's new in 2.4

### Customer Experience Improvement Program (CEIP)

The Citrix Customer Experience Improvement Program (CEIP) gathers anonymous configuration and usage data from Citrix Receiver for HTML5 and automatically sends the data to Citrix. This data helps Citrix improve the quality, reliability, and performance of Citrix Receiver for HTML5. CEIP is available with Citrix Receiver for HTML5 Version 2.4 onwards.

By default, CEIP is enabled.

When you opt-in to participate in CEIP, the data is collected on a weekly basis. However, when you disable CEIP, the data is not collected after opting out. You can choose to opt-out of CEIP program anytime.

The data is stored in the browser cache and transferred securely via HTTPS to Citrix. CEIP data is not sent to Citrix in the first 7 days after installing or upgrading to HTML5 Version 2.4.

For more information on the CEIP, see [About the Citrix Customer Experience Improvement Program \(CEIP\)](#).

To configure CEIP, see [Configuring CEIP](#).

### HDX SDK enhancement

This release of Citrix Receiver for HTML5 provides an enhanced user experience by incorporating additional APIs to the HDX SDK paradigm. With these additional APIs, SDK consumers can:

- Send logoff message on both desktop and app sessions.

For the latest HDX SDK APIs and examples, see the [download](#) page.

For HDX SDK API documentation for HTML5, see [HDX SDK for HTML5](#).

## What's new in 2.3

### Support for selective use of H.264 in Thinwire

Citrix Receiver for HTML5 now supports selective use of H.264 in Thinwire, plus encoding of transient content instead of the JPEG encoder available on the VDA. This feature is available only on VDAs Version 7.11 or later.

For more information on configuring selective H.264, see [Configuring selective H.264](#).

### **Enhancement to caching behavior of video content in Thinwire**

Thinwire can now bypass caching of server-rendered video content while at the same time retaining cached bitmaps for other open windows using text-based data (for example Excel, Windows Explorer, desktop background), resulting in a 5% reduction in bandwidth use. This enhancement is available in XenApp and XenDesktop 7.11 or later.

For more information on configuring Thinwire, see the [XenApp and XenDesktop](#) documentation.

## What's new in 2.2

### **Session reliability**

Citrix Receiver for HTML5 now allows administrators to configure the following policies using Citrix Studio:

- Session Reliability time-out
- Reconnect user interface transparency level

For more information, see [Session reliability](#) in XenApp and XenDesktop documentation.

### **Access to session logs using toolbar**

With this release, Citrix Receiver for HTML5 allows users to access HTML5 session logs. This can be done using the Logging option present in the HTML5 toolbar.

### **Time zone enhancement**

With this release, Citrix Receiver for HTML5 has extended support of both English and native languages in client time zone redirection.

### **HDX SDK enhancement**

This release of Citrix Receiver for HTML5 provides an enhanced user experience by incorporating additional APIs to the HDX SDK paradigm. With these additional APIs, SDK consumers can:

- Add custom button(s) to the primary or secondary menu of the toolbar.
- Send special key combinations

For the latest HDX SDK APIs and examples, see the [download](#) page.

## What's new in 2.1

### **Enhanced HDX SDK**

This release of Citrix Receiver for HTML5 provides an enhanced user experience by incorporating additional APIs to the HDX SDK paradigm. With these additional APIs, the SDK consumers can:

- switch between fixed and dynamic resolution in an active session. With this functionality, users can change session resolution from fixed to auto fit and vice versa.
- disable the session close alert on reload/close of the page when the session is launched.
- set a preferred language for the session. By default, the session uses the language set in the browser.

For the latest HDX SDK APIs and examples, see the [download](#) page.

## What's new in 2.0

### Redesigned toolbar

Citrix Receiver for HTML5 provides a redesigned toolbar to improve the user experience at this release. This enhancement provides new options accessible from the toolbar to facilitate common tasks, such as:

- switching to full screen mode
- upload or download a file
- copy content from an active session to the clipboard to enable sharing between sessions
- access additional options

For more information, see [Configuring toolbar](#).

### Client-side appswitcher

This release of Citrix Receiver for HTML5 introduces client-side appswitcher functionality. This feature provides a taskbar listing applications within an active session, with opened applications clearly labeled to facilitate switching between them. Click the Citrix Receiver for HTML5 icon at the top of the screen to use appswitcher.

### Important

With the new client side app switcher feature introduced at this release of Citrix Receiver for HTML5, an administrator no longer needs to install appswitcher separately on the VDA. Citrix recommends that you uninstall an existing instance of appswitcher on the VDA.

### Mobility support

Citrix Receiver for HTML5 enhances mobility support by allowing you to launch sessions on touch and mobile device browsers; this feature includes support for gestures, multi-touch and soft keyboard functionality. Enhanced mobility support is provided for the following:

- iPad Safari
- iPhone Safari
- Edge browser on Windows 10 phones and touch-enabled desktops
- Android Chrome

For more information, see [Configuring Mobility support](#).

# What's new in 1.9

## Enhanced clipboard support

Citrix Receiver for HTML5 now supports HTML format in addition to plain text between client and a session. This support is useful for Office apps and browsers. Enhanced clipboard support is only available on Chrome and Safari browsers.

For more information, see [Configuring clipboard](#).

# What's new in 1.8

## HDX SDK

Citrix Receiver for HTML5 enhances support for HDX and SDK sessions by enabling you to customize your delivery model for Citrix hosted apps and desktops through your website. This feature is particularly useful for building a rich app experience in your Enterprise portals; it can be used to provide a rich app experience for users as a service when hosting Citrix Receiver for HTML5 on your web server while launching Citrix hosted apps and desktops from your website.

For more information on SDK for HTML5, see [HDX SDK for HTML5](#).

# What's new in 1.7

## File Transfer

Citrix Receiver for HTML5 provides a secure file transfer between a user device and a VDA session. This feature uses a file transfer virtual channel instead of client drive mapping.

For more information, see [File Transfer](#).

# What's new in 1.6

## Graphics and audio optimizations

Audio processing, memory management, and legacy codec support optimizations improve audio-video playback and bandwidth efficiency with XenApp and XenDesktop. Visually lossless mode in XenApp and XenDesktop 7.6 is also enabled.

# What's new in 1.5

- Support for HDX Insight- You now have NetScaler HDX Insight support for Receiver for HTML5 traffic to monitor applications launched inside a session.
- Support for CloudBridge- Citrix Receiver for HTML5 now supports CloudBridge disabling compression and printer compression, as well as using HDX Insight analytics to display in CloudBridge Insight Center.

# What's new in 1.4

## **Print to PDF**

You can convert a documents that are opened with hosted applications or applications running on virtual desktops to PDF. The PDF is then transferred to the local device for viewing and printing from a printer that is attached locally.

For more information, see [Configuring PDF printing](#).

## **Receiver unique ID per device**

Citrix Receiver for HTML5 generates a unique client name for each browser the first time a session is started and uses this name for all subsequent sessions, thereby, enabling you to track license usage for hosted applications.

# Fixed issues

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## Fixed issues in Citrix Receiver for HTML5 2.4

Compared to: Citrix Receiver for HTML5 2.3

Citrix Receiver for HTML5 2.3 contains all fixes that were included in Versions 2.3, 2.2, 2.1, 1.9, 1.8, 1.7, 1.6, 1.5, and 1.4, plus the following, new fixes:

- When you switch a published app to a full-screen mode, the client-side App Switcher is hidden. You can switch between apps using the **Switch Apps** option from the session toolbar. This fix is not applicable to touch devices.

[#RFHTMCRM-1420]

## Fixed issues in Citrix Receiver for HTML5 2.3

Compared to: Citrix Receiver for HTML5 2.2

Citrix Receiver for HTML5 2.3 contains all fixes that were included in Versions 2.2, 2.1, 1.9, 1.8, 1.7, 1.6, 1.5, and 1.4, plus the following, new fixes:

- PDF printing does not work when the packages for HDX SDK and Citrix Receiver for HTML5 are hosted in different origins.

[RFHTMCRM-301]

- When a user launches a Linux VDA session using HDX SDK, session ready event is not triggered.

[RFHTMCRM-435]

## Fixed issues in Citrix Receiver for HTML5 2.1

Compared to: Citrix Receiver for HTML5 2.0

Citrix Receiver for HTML5 2.1 contains all fixes that were included in Versions 2.0, 1.9, 1.8, 1.7, 1.6, 1.5, and 1.4, plus the following, new fix:

- After launching a session, a single tap would erroneously perform a tap and hold function which displayed a contextual menu. This issue occurred intermittently on hybrid platforms, and could also occur on other mobile devices.

[#621064]

# Known issues

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## Known issues in Citrix Receiver for HTML5 2.4

The following known issues have been observed in this release:

- When the Receiver for WebUI theme is enabled on the NetScaler Gateway with StoreFront Version 3.9, launching Citrix Receiver for HTML5 might display a blank screen.

[#683987]

- When Selective H.264 is enabled and you run a video, the audio portion of the video might break. To improve the performance, set the **Use Video Code for Compression** policy to **For the Entire Screen** in the Citrix Studio.

[#RFHTMCRM-1119]

- If NetScaler Gateway times out during a session, the dynamic icons for Maximize, Restore, and Multi-touch in toolbar might turn black.

[#RFHTMCRM-1480]

- When you upload a zero KB file, the desktop session might turn unresponsive.

[#HDX-8892]

## Known issues in Citrix Receiver for HTML5 2.3

The following known issues have been observed in this release:

- When you play audio in a session, switching from the active session window might cause the audio to get distorted.

[#RFHTMCRM-1122]

- In a desktop session, the quality and performance of a video degrade when you reposition the video player app multiple times.

[#RFHTMCRM-1167]

## Known issues in Citrix Receiver for HTML5 2.2

The following known issues have been observed in this release:

- The app switcher taskbar might not be present when launching an application session in any supported browser on a Linux VDA running on Cent OS.

[#662540]



- When a new application is launched from StoreFront, session sharing might not work with a published application on a Linux VDA.

[#662560]

#### Known issues in Citrix Receiver for HTML5 2.1

The following known issue has been observed in this release:

- Environments with multiple VM hosted apps on the same machine are not supported on mobile Chrome devices and Edge browsers.

[#649809]

#### Known issues in Citrix Receiver for HTML5 2.0

The following known issues have been observed in this release:

- A session may exit unexpectedly while copying and pasting a large amount of data inside a session. Citrix recommends copying less than 10 MB of data when using the clipboard.

[#586671]

- Log files are not created in Edge browser. Changes made to local storage from one tab in Edge Browser is not reflected in other tabs that are already open. To resolve this issue, restart the browser.

[#589469]

- Citrix Receiver for HTML5 does not support the cross-language keyboard.

[#602652]

- In some rare instances, a session might display a white screen on touch devices.

[#619196]

- The virtual keyboard fails to pop up again when a user invokes it after manually closing it.

[#621063]

- When using the Chrome browser on a hybrid platform, using a three finger tap fails to invoke the virtual keyboard.

[#621067]

- The virtual keyboard fails to display on Edge and Firefox browsers run on a hybrid device. On Edge browsers, 3 finger tapping fails but the keyboard can be invoked with the keyboard button in the toolbar, or by using the floating auto

keyboard button.

[#621472]

- In some cases, panning up/down is not smooth and left/right panning fails to work when running a session in FireFox on a hybrid device. At this release, Citrix Receiver for HTML5 does not support mobility on FireFox running on hybrid devices.

[#621477]

- In some cases, the auto hide feature is not functioning for mobile devices.

[#625000]

- Invoking a virtual keyboard in an Edge Browser of a hybrid device in a tablet made erroneously resizes the session.

[#626617]

- In some situations, the toolbar may not reposition properly on the screen when launching a session in an external monitor.

[#631446]

- The Show Scroll Bars option is set to 'Always' in MAC Preferences; use Scroll Session if the display resolution is more than the device's pixel ratio in the Safari browser.
- On a Continuum device, Citrix recommends that you launch a session in the mobile device and extend it to an external monitor.
- Citrix recommends that you use the VDA's suggested display resolution for a better user experience on a mobile platform.
- Launching multiple instances of the same application does not group them together; a new taskbar entry is created for each instance.
- There is no option to disable the client side app switcher.

# System requirements

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This topic lists the supported Citrix product versions for Citrix Receiver for HTML5 and the requirements for users to access virtual desktops and applications. It is assumed that all computers meet the minimum hardware requirements for the installed operating system.

## User device requirements

Users require devices running the following web browsers and operating systems to access desktops and applications using Citrix Receiver for HTML5.

### Browsers

- Apple Safari 7 or later
- Google Chrome 50 or later
- Microsoft Edge
- Microsoft Internet Explorer 11
- Mozilla Firefox 35 or later

### Operating systems

- Windows 10
- Windows Phone 10
- Windows 8.1
- Windows 8 Pro and Enterprise (32-bit and 64-bit editions)
- Windows 7 Service Pack 1 (32-bit and 64-bit editions)
- Windows Server 2008 R2
- Windows Server 2012 R2
- Windows Server 2016
- Mac OS X 10.8 and later
- iOS (latest version)
- Android (latest version)

## Supported Citrix server platforms

Citrix Receiver for HTML5 supports access to desktops and applications through the following versions of StoreFront. Stores must be accessed through Citrix Receiver for Web sites. Citrix recommends the following:

- StoreFront 2.5 (or later)
- Citrix Receiver for HTML5 allows you to upgrade from any version of StoreFront 2.5 or later.

When users connect through NetScaler Gateway, Citrix Receiver for HTML5 can be used to access desktops and applications delivered by all the versions of XenDesktop and XenApp that are supported by StoreFront.

For direct connections through StoreFront without NetScaler Gateway, Citrix Receiver for HTML5 can be used to access desktops and applications delivered by the following product versions:

- XenDesktop 7.6 and later
- XenApp 6.5 (Hotfix Rollup Pack 3 or later and the Group Policy Management 1.7 update must also be installed on the

XenApp 6.5 server.

## Secure user connections

In a production environment, Citrix recommends securing communications between Receiver for Web sites and users' devices with NetScaler Gateway and HTTPS. Citrix recommends using SSL certificates with a key size of at least 1024 bits throughout the environment in which Citrix Receiver for HTML5 is deployed. Citrix Receiver for HTML5 enables user access to desktops and applications from public networks with the following versions of NetScaler Gateway.

- NetScaler Gateway 10.5 or later

Citrix Receiver for HTML5 now supports CloudBridge disabling compression and printer compression as well as using HDX Insight analytics to display in CloudBridge Insight Center.

- CloudBridge 7.4 or later

# Deploy

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## Deploying Citrix Receiver for HTML5

### To enable Citrix Receiver for HTML5 on StoreFront

You must enable Citrix Receiver for HTML5 on the Receiver for Web site for the StoreFront store that provides the desktops and applications you want to make available to Citrix Receiver for HTML5 users.

Important: In multiple-server StoreFront deployments, use only one server at a time to make changes to the configuration of the server group. Ensure that the Citrix StoreFront management console is not running on any of the other servers in the deployment. Once complete, [propagate your configuration changes to the server group](#) so that the other servers in the deployment are updated.

1. If you have not already done so, deploy StoreFront and create a store aggregating the desktops and applications you want to make available to Citrix Receiver for HTML5 users.  
A Receiver for Web site is created automatically for new stores. For more information about creating StoreFront stores, see [Create a store](#).
2. In the Citrix StoreFront management console, select the Receiver for Web node in the left pane. From the results pane, select the site providing resources for Receiver for HTML5 users and, in the Actions pane, click Deploy Citrix Receiver.
3. Enable Citrix Receiver for HTML5 by selecting one of the following options.
  - If you want users to access desktops and applications from the site using a locally installed version of Citrix Receiver, where available, select Use Receiver for HTML5 if local install fails. Users who already have Citrix Receiver installed cannot use Citrix Receiver for HTML5 to access resources from the site. Windows and Mac OS X users without Citrix Receiver are prompted to install it every time they log on to the site, but can use Citrix Receiver for HTML5 if they are unable to install Citrix Receiver.
  - If you want all users to access desktops and applications from the site through Citrix Receiver for HTML5 regardless of whether they have a locally installed version of Citrix Receiver, select Always use Receiver for HTML5.
4. If you changed the port used when you allowed WebSocket connections on XenDesktop or XenApp, complete the following steps to change the WebSocket port for the Citrix Receiver for Web site.
  1. Use a text editor to open the web.config file for the Citrix Receiver for Web site, which is typically located in the C:\inetpub\wwwroot\Citrix\storenameWeb directory, where storename is the name specified for the store when it was created.
  2. Locate the following element in the file.  
`<html5 ... preferences="" ... />`
  3. Set the value of the preferences attribute to **wsPort:port number**, where *port number* is the port that you configured in the policy.

### To enable direct connections to XenApp and XenDesktop

Citrix Receiver for HTML5 uses the WebSocket protocol to access virtual desktops and hosted applications. By default, WebSocket connections are prohibited on XenDesktop and XenApp. If you plan to enable users to access desktops and applications from the local network without connecting through NetScaler Gateway, allow WebSocket connections on

XenApp and XenDesktop.

WebSocket connections are also disabled by default on NetScaler Gateway. For remote users accessing their desktops and applications through NetScaler Gateway, you must create an HTTP profile with WebSocket connections enabled and either bind this to the NetScaler Gateway virtual server or apply the profile globally. For more information about creating HTTP profiles, see HTTP Configurations.

## Warning

Editing the registry incorrectly can cause serious problems that may require you to reinstall your operating system. Citrix cannot guarantee that problems resulting from the incorrect use of Registry Editor can be solved. Use Registry Editor at your own risk. Be sure to back up the registry before you edit it.

## Note

If you are using SecureICA to encrypt communications between users' devices and your XenDesktop or XenApp servers, Citrix Receiver for HTML5 supports **Basic** encryption only.

### To enable connections to XenApp and XenDesktop using Provisioning Services

To deploy provisioned (non-persistent) machines using Provisioning Services, create the machine catalog and delivery group on which you want to enable Citrix Receiver for HTML5 connections. Ensure that the configured WebSocket policies apply to your machine catalog.

Restart the machine to apply the WebSocket policies. For Provisioning Services-based machines configured to use persistent write cache files and machines deployed using MCS (which have separate identity disks), the policies are persisted when the machines restart. However, for Provisioning Services-based machine catalogs configured to use temporary write cache files, these policies must be applied to the vDisk or they will not be implemented successfully on target devices.

Complete the following steps to ensure that the policies are correctly applied to the vDisk.

1. Using the Provisioning Services console, shut down a target device that is part of the machine catalog and delivery group. Change the access type of the target device from Production to Maintenance.

For details, see [Managing Target Devices](#). You must use a target device that is part of the machine catalog and delivery group or the policies will not be applied.

2. Create a new version of your vDisk and set the Access to Maintenance. For details, see [Manually Updating a vDisk Image](#).
3. Start the maintenance target device, selecting the maintenance vDisk version from the boot menu. Verify that the following keys are added to the registry.
  1. HKEY\_LOCAL\_MACHINE\SOFTWARE\Policies\Citrix\ICAPolicies\AcceptWebSocketsConnections
  2. HKEY\_LOCAL\_MACHINE\SOFTWARE\Policies\Citrix\WebSocketsPort
  3. HKEY\_LOCAL\_MACHINE\SOFTWARE\Policies\Citrix\WSTrustedOriginServerList
4. Shut down the target device, change the target device access type back to Production, and promote the new vDisk version to production. Then, start the target device and restart any other target devices currently running from the

existing vDisk.

If you do not use vDisk versioning, you can apply the policies to your base vDisk image by shutting down all the target devices that use the vDisk, placing the vDisk in Private Image mode, and then starting the target device to update the image.

# Configure

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To enable users to access resources hosted on XenDesktop and XenApp in their browsers, you must create a StoreFront store and enable Citrix Receiver for HTML5. You must also enable WebSocket connections on NetScaler Gateway, XenApp, and XenDesktop, as required. Additionally, you can enhance the user experience by installing optional components on the machines providing the desktops and applications.

## Configuring CEIP

### Note

- When CEIP is disabled, minimal information, containing the installed Receiver for HTML5 version is uploaded; this happens weekly. This minimal information is valuable to Citrix because it provides the distribution of different versions used by customers.
- When Citrix Receiver for Chrome is launched in a public session mode, CEIP data is not collected.

No user identifiable information is collected from the customer environment with CEIP; collected information includes:

- System information details like the version of operating system installed version of Citrix Receiver, language, and the browser version.
- Usage tracking details like statistics of application launch over the course of a week, monitor resolutions, graphics mode, decoder, renderer.
- Critical to quality details like connection and launch failures and statistics on session connection time.
- Configuration tracking details like datapoints tracking to check if a feature is enabled or disabled.

### To disable CEIP using configuration.js

In Citrix Receiver for HTML5, the configuration.js file is located in the HTML5Client folder. Edit this file to configure Citrix Receiver for HTML5.

### Note

- Citrix recommends that you back up the configuration.js file before making any changes to it
- Citrix recommends using this method only if Citrix Receiver for Chrome is repackaged for users.
- Administrator-level credentials are required to edit the configuration.js file; after editing the file, repackage the app for the changes to take effect

1. Open the configuration.js file and set the enabled attribute under ceip to false.



```
'ceip' : {  
  'enabled' : false  
}
```

## To disable CEIP graphical user interface

### Note

You can modify the CEIP settings using graphical user interface only when the administrator has enabled it using configuration.js.

1. Launch Citrix Receiver for HTML5
2. From the toolbar, select **Preferences**
3. Uncheck **Help improve Receiver by sending anonymous usage statistics**.

### Note

Relaunch the session for the changes to take effect.

# Configuring selective H.264

## Configuring selective H.264 using the configuration.js file

### Note

- Citrix recommends that you back up the configuration.js file before making any changes to it
- Citrix recommends using this method only if Citrix Receiver for Chrome is repackaged for users.
- Administrator-level credentials are required to edit the configuration.js file; after editing the file, repackage the app for the changes to take effect

By default, selectiveH264 is set to **true**.

The configuration.js file is located under C:\program Files\Citrix\Receiver Storefront\HTML5Client. Edit this file and change **selectiveH264** to **false** as shown below.

```
'graphics': {  
  'selectiveH264': false  
}
```

To configure PDF printing

The Citrix PDF Universal Printer driver enables users to print documents opened with hosted applications or applications running on virtual desktops delivered by XenDesktop 7.6 and XenApp 7.6. When a user selects the Citrix PDF Printer option, the driver converts the file to PDF and transfers the PDF to the local device. The PDF is then opened in a new browser tab for viewing and printing from a locally attached printer.

1. If you want to enable users to print documents opened with hosted applications or applications running on virtual desktops delivered by XenDesktop 7.6 and XenApp 7.6, complete the following steps.
  1. Download the Citrix PDF Printing Feature Pack and install the Citrix PDF Universal Printer driver on each machine providing desktops or applications for Citrix Receiver for HTML5 users. After installing the printer driver, restart the machine.
  2. In Citrix Studio, select the Policy node in the left pane and either create a new policy or edit an existing policy. For more information about configuring XenDesktop and XenApp policies, see [Policies](#).
  3. Set the **Auto-create PDF Universal Printer** policy setting to **Enabled**.

## Session reliability

With session reliability, the session remains active on the server. To indicate that connectivity is lost, the user's display freezes until connectivity resumes on the other side of the tunnel. The user continues to access the display during the interruption and can resume interacting with the application when the network connection is restored. Session reliability reconnects users without reauthentication prompts.

### Note

Citrix Receiver for HTML5 users cannot override the server setting.

You can use session reliability with Transport Layer Security (TLS).

### Note

TLS encrypts only the data sent between the user device and NetScaler Gateway.

For more information on configuring session reliability, see [Session reliability policy settings](#) in XenApp and XenDesktop documentation.

## Mobility support

### To enable the auto soft keyboard popup

To enable this feature, configure the automatic keyboard policy to display the soft keyboard when clicking any editable area:

1. .Open Citrix Studio on DDC.
2. Select **Policies**.

3. Click **Create Policy**.
4. Search for **Automatic Keyboard Display** and select **Allowed**.

# User experience

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Citrix Receiver for HTML5 integrates with Citrix Receiver for Web sites. To access their virtual desktops and hosted applications using Citrix Receiver for HTML5, users navigate to a Citrix Receiver for Web site using a compatible browser running on a supported operating system.

The user experience with Citrix Receiver for HTML5 is as follows:

- If you did not configure the site to always use Citrix Receiver for HTML5, the site attempts to determine whether Citrix Receiver is installed locally on devices running Windows and Mac OS X. When Citrix Receiver cannot be detected, users are prompted to download and install the appropriate Citrix Receiver for their platform. For users who are unable to install Citrix Receiver, this happens every time they log on to the Citrix Receiver for Web site. Users who already have Citrix Receiver installed locally must use this version to access resources from the site and are not given the option to use Citrix Receiver for HTML5. When you configure the Citrix Receiver for Web site to always use Citrix Receiver for HTML5, all users must access resources from the site through Citrix Receiver for HTML5 regardless of whether they have a locally installed version of Citrix Receiver.
- When users access a desktop or application through Citrix Receiver for HTML5, the resource starts in a new browser tab or window, according to the user's browser settings. You can configure Citrix Receiver for HTML5 so that resources are always started in the same tab as the Citrix Receiver for Web site. For more information, see [To configure Citrix Receiver for HTML5 use of browser tabs](#).
- When a user starts an additional application, Citrix Receiver for HTML5 checks whether the application can be started within an existing session before creating a new session. This enables users to access multiple applications over a single connection so that the available resources are used more efficiently.

## File Transfer

By default, users can:

- Upload files from a local download folder or attached peripheral and seamlessly access the data from a XenDesktop sessions.
- Download files from a XenDesktop session to a folder or peripheral on their user device.

Administrators can selectively enable or disable file transfer, uploads, or downloads through policies in Citrix Studio.

### Requirements

- XenDesktop 7.6 or XenApp 7.6, with:
  - Hotfix ICATS760WX64022.msp on server OS VDAs (Windows 2008 R2 or Windows 2012 R2)
  - Hotfix ICAWS760WX86022.msp or ICAWS760WX64022.msp on client OS VDAs (Windows 7 or Windows 8.1)
  -
- To change file transfer policies: Group Policy Management (GPM) hotfix GPMx240WX64002.msi or GPMx240WX86002.msi on machines running Citrix Studio

### Limitations

- A user can upload or download a maximum of 10 files at a time.
- Maximum file size:

- For uploads: 2147483647 bytes (2 GB)
- For downloads: 262144000 bytes (250 MB)

## File Transfer policies

By default, file transfer is enabled. Use Citrix Studio to change these policies, located under User Setting < ICA\File Redirection. Consider the following when using file transfer policies:

- Allow file transfer between desktop and client. Allows or prevents users from transferring files between a virtual XenDesktop session and their devices.
- Upload file to the desktop. Allows or prevents users from uploading files from their device to a virtual XenDesktop session.
- Download file from desktop. Allows or prevents users from downloading files from a virtual XenDesktop session to their device.

## Enhanced clipboard support

Prior to introducing this feature, Citrix Receiver did not support copying and pasting HTML-formatted text from a local application to another application (for example, Microsoft Excel) using the Paste Special feature. As a result, the targeted app (in this case, Microsoft Excel) would not retain its HTML formatting characteristics.

Starting with Version 1.9, you can copy HTML content and retain formatting; when copying a link in Chrome, a <img> tag is added in HTML format, which effectively allows you to copy images as well as text. This feature is richer than plain text but does not work in all applications.

**To configure clipboard support, add the following registry entry to the VDA:**

```
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Citrix\wfshe\Virtual Clipboard\Additional Formats\HTML  
Format  
"Name"="HTML Format"
```

For additional information about the issues resolved by the introduction of this feature, see Knowledge Center article [CTX086028](#).

### Warning

Using Registry Editor incorrectly can cause serious problems that can require you to reinstall the operating system. Citrix cannot guarantee that problems resulting from incorrect use of Registry Editor can be solved. Use Registry Editor at your own risk. Make sure you back up the registry before you edit it.

## Configuring toolbar

By default, the enhanced toolbar feature is enabled.

To hide the toolbar:

1. While logged in as an administrator, access the **configuration.js** file in **C:\ProgramFiles\Citrix\Receiver StoreFront\HTML5Client**.
2. Search the configuration.js file to locate 'menubar key.'
3. In the configuration.js file, set "**menubar**":**false**.

You can also hide an individual icon to prevent it from showing up in the toolbar. For example, to hide the ctrl+alt+del button in the toolbar:

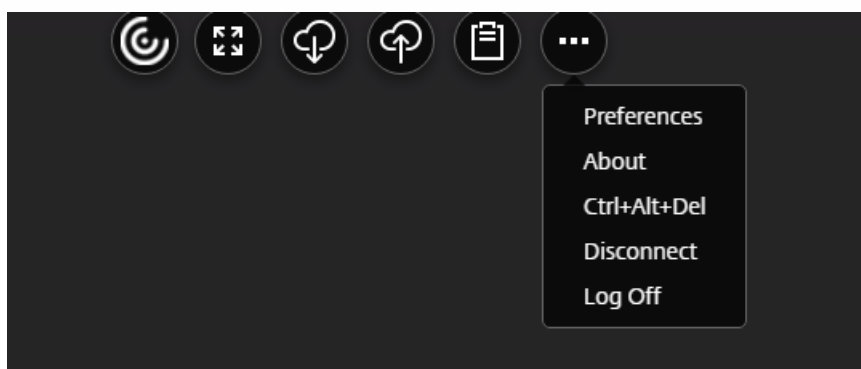
1. While logged in as an administrator, access the **configuration.js** file in **C:\ProgramFiles\Citrix\Receiver StoreFront\HTML5Client**.
2. Search the configuration.js file to locate 'lock.'
3. In the configuration.js file, set "**lock**":**false**.

## Session sharing

For session sharing to occur, the applications must be hosted on the same machine and must be configured in seamless window mode with the same settings for parameters such as window size, color depth, and encryption. Session sharing is enabled by default when a hosted application is made available.

If App Switcher is installed on the machine providing the applications, a taskbar appears at the bottom of the window. The taskbar displays all the applications currently running in the session, enabling users to switch between those applications. Users can configure the taskbar to auto-hide and switch to small icons to minimize the amount of space taken up by the taskbar.

A floating toolbar containing controls for Citrix Receiver for HTML5 is displayed in the browser tab, as shown in the following figure. The clipboard button enables users to copy and paste Unicode plain text between the local clipboard on the device and the resource running in the browser. Users can use standard Windows shortcuts to copy data, including text, tables, and images, between hosted applications, both within the same session and between different sessions. Users can also send the CTRL+ALT+DELETE key combination to their desktops and applications using a button on the toolbar.



When printing a document opened with a hosted application or an application running on a virtual desktop, the user is given the option to print the document to PDF. The PDF is then transferred to the local device for viewing and printing from a locally attached printer. The file is removed from the device when the user closes the PDF.

A user who clicks a link in a document opened using a hosted application is given the choice of whether to open the URL in a hosted browser application within the session or to use the browser on the local device.

# Citrix Receiver for HTML5 logs

To assist with troubleshooting issues, you can view Citrix Receiver for HTML5 session logs.

The log page allows users to:

- **Enable Logging:** Enable logging to view the HTML5 logs.
- **Disable Logging:** Disable logging to stop logging in a session.
- **View logs:** View the logs generated for a session.
- **Clear logs:** Delete the log file generated in a session.
- **Download log file:** Download the log file to a desired location.

## **To view Citrix Receiver for HTML5 logs by navigating to the log page:**

1. Log on to the Citrix Receiver for Web site.
2. In another browser tab or window, navigate to `siteurl/Clients/HTML5Client/src/ViewLog.html`, where `siteurl` is the URL of the Citrix Receiver for Web site, typically `http://server.domain/Citrix/StoreWeb`.
3. On the logging page, click **Start Logging**.
4. On the Citrix Receiver for Web site, access a desktop or application using Citrix Receiver for HTML5.

The log file generated for the Citrix Receiver for HTML5 session is shown on the logging page. You can also download the log file for further analysis.

## **To view Citrix Receiver for HTML5 logs using the toolbar:**

1. Log on to the Citrix Receiver for Web.
2. In the Citrix Receiver for Web, access a desktop or application.
3. From the session toolbar, select **Logging**.
4. Click **Start Logging**.